

Managing Operations:

Managing Staff—Large Organizations

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Duke University

Carnegie Classification: R1

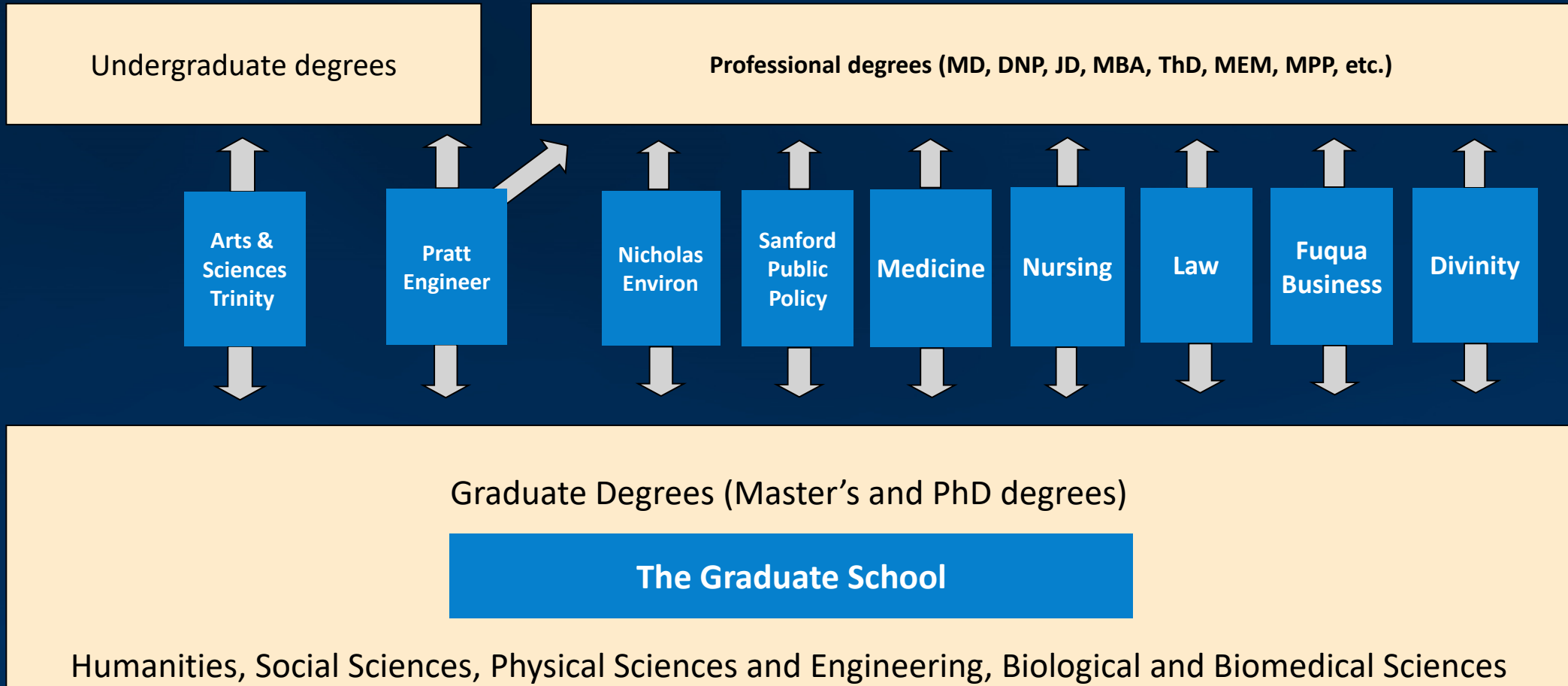
Graduate School staff size: 52

Ph.D. students: 2,446 (fall 2018)

Master's students: 989



Organization of the 10 Duke Schools

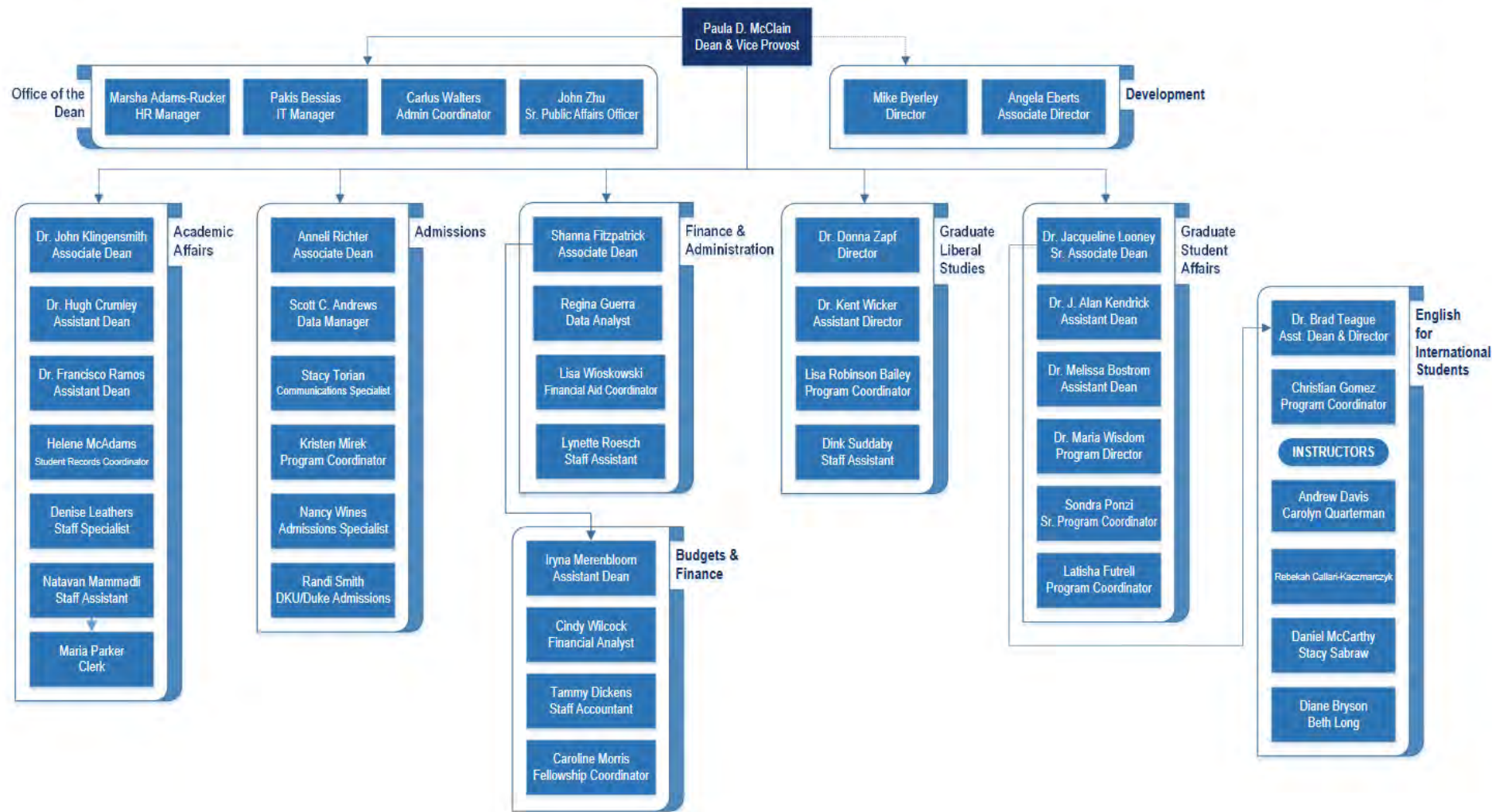


Duke Graduate School



DUKE
THE GRADUATE SCHOOL

Graduate School Organization





Essential for staff management in large organizations

Understand lines of authority and respect boundaries

Regular catch-ups (1 hour or more) with associate deans and senior staff that are your direct reports

Establish the model of leadership that you want to flow through the organization through your associate deans and senior staff

Be open to feedback and be willing to say “I was wrong”

Most Important Element

An assistant whose HR classification level is high enough that others in the organization will see them as an extension of you.





Thank You!